

TERMS & CONDITIONS

Agreement to our terms and conditions by accessing this site you agree to be bound by these terms and conditions. These terms and conditions constitute a binding agreement between you and Orchard Makeup. By proceeding to pay a deposit/booking fee to Orchard Makeup you accept that you are entering into a contract and you agree to be bound by these conditions. If you do not agree to these terms and conditions, you should not book your bridal makeup.

DEPOSIT / BOOKING FEE

Bookings can only be confirmed once a deposit/booking fee has been received. All deposits/booking fees are non refundable or transferable. The deposit/booking fee is your booking retainer which means we turn away all other jobs during your appointment time. You're welcome to secure your wedding date with us first and have your trial closer to your wedding date, or vice versa as we want to ensure all our clients are happy with their decision.

IF YOU CANCEL YOUR BOOKING

In the unfortunate event that you cancel your booking any payments you have made are strictly non-refundable, and non-transferable. If we book you in for hair or makeup it means we cannot book other clients and it's likely we have turned away other business. Due to our high demand for bookings, we are regularly booked months, if not years, in advance.

IF WE ARE UNABLE TO DO YOUR WEDDING

In the unlikely event that we are unable to do your wedding we will contact the makeup artist team to secure another makeup artist if possible. We will endeavour to give you as much time as we can to let you know if this isn't possible and a full refund will be given.

IF YOU CHANGE THE NUMBER OF CLIENTS

After paying your deposit/booking fee - If someone decides to pull out of their service, the total amount quoted will remain the same and no refund will be offered, you have the option to replace them with someone else. Changes to your booking by adding another person onto your original booking can only be accepted if time / resources allow on your wedding day and we will require prior notice and payment due at the specified time. Adding extra people on the day, without prior warning, may jeopardise the quality of our work or delay the ceremony.

IF YOU CHANGE YOUR BOOKING LOCATION

In the event that you change your booking location, it will be at our discretion to determine whether we can still provide services at the new location. Deposits are not refundable in the event that we are unable to provide services at the new location.

COVID / GOVERNMENT RESTRICTIONS

In the event that your booking is cancelled due to government restrictions, we will try to accommodate you by moving your makeup to a new date free of charge. If we are already booked on your new date then we will offer a refund minus

an admin fee. unfortunately we do not give a refund if you move your date more than once and then we are booked or you move your date even though we are able to work in that month. (not restricted by the government)

If you are moving your wedding to another year then a 5% charge on the total amount will be added for annual price increases.

IF YOU RESCHEDULE YOUR WEDDING BOOKING

If you decide to reschedule your wedding booking we require (6) months notice unless due to government restrictions. Once a deposit/booking fee is made this holds the date for you and cancellations can result in significant loss if cancelled within six (6) months of the booking time. Once your deposit has been made, you acknowledge and agree to our Terms and Conditions.

TRIALS

Trials are not compulsory but are recommended, without a trial we will not accept responsibility if a chosen style or look does not work on a wedding day or there are circumstances where there is a mismatch in styles, approach, or expectations, and a refund will not be offered. All trials will be held at Orchard makeup and beauty Studio in Falmouth. If you require us to travel to you for your trial a travel fee will be charged. The time allotted to a trial is 1.5- 2 hours. Please let us know before you leave your trial, any feedback you may have. If there are any issues, anything that needs to be changed or fixed, your makeup artist can address this immediately to ensure 100% satisfaction on the day. It is advisable that you familiarise yourself with our work portfolio and ensure you are confident our capabilities and style are appropriate before securing a booking.

PARKING

Parking must be provided for and paid for by the client. We carry a lot of heavy equipment and parking next the hotel/venue is vital for us.

TRAVEL FEE

Travel is calculated at 45p per mile outside 20 mile radius of Falmouth on a round trip. This will be in the quotation you receive. You will be expected to cover all costs for hotel accommodation where it is not practical to travel on the day of your wedding i.e. limited time available, or severe weather conditions have been forecast.

ASSISTANT FEE

If you would like to reduce the time taken, I can provide additional makeup artists to work along side me. This will be covered in the quote plus £25 assistant fee.

IN THE EVENT OF DELAYS EXPERIENCED ON THE DAY

If we experience unforeseen delays which are out of our control refunds will not be given in the event that one or more services are forfeited as a result and no compensation will be offered if we overrun. If you are aware of factors, which could delay or hinder our journey, such as diversions, road closures, speed restrictions, issues etc. please advise us as soon as possible so we can factor this into our route. No refund or compensation will be offered for delays caused by other wedding vendors, guests, or members of the bridal party. A minimum of 60 minutes will be allocated for hair or

makeup application per person. If you suspect any member of your bridal party may pose as a challenge in any way, they are encouraged to have a trial to avoid potential delays on the day.

CLIENT OBLIGATIONS ON THE WEDDING DAY

Please ensure every member of your party is aware of timings on the day and that they need to be, and remain, available. We request that all parties cooperate on the day of the booking which includes being ready at the scheduled time for makeup, and not eating or using mobile phones whilst getting makeup done. This will ensure we run on time and there is no delay. Please ensure that our team will be working in a suitable environment with adequate lighting, by a window is best and a table to put products on. You are to inform us of any allergies or reactions prior to, or after, any makeup application or hair styling. If no known allergies are stated we cannot be held liable for any reactions, injuries, losses, damage, costs, claims and actions that may occur to you or any other member of your party. Prior to having makeup applied or hair styled please ensure you and your party are prepared, to avoid leaving the chair whilst we are working. Please ensure teeth are cleaned, you have been to the toilet and contact lenses are applied (if applicable), before sitting in the chair. Also make sure you are make-up free, (we will prep your skin.) On a wedding day, time is of the essence. Please do not sit children/babies on your lap whilst having your make-up applied. We are not obliged to stay if we have completed our work before the estimated completion time.

LIABILITY

All brushes, tools, and makeup products are sanitised between every makeup application. Makeup products used are hypoallergenic. Any allergies and/or skin conditions should be reported by the client to the makeup artist prior to application and, if need be, a sample test of makeup may be performed on the skin to test reaction. We accept no liability for any claims arising out of the misuse, allergic reactions, or any injury suffered from the consenting use of the products and equipment offered by Orchard Makeup. By making a booking with us you acknowledge and accept this policy and release us from any liability if such a situation should arise. The client understands that once they pay the booking deposit, they are legally bound by this document.

ALLERGIES AND HYGIENE

Unless a list of ingredients of potential reactive ingredients are presented to me before the makeup application, Orchard Makeup is not responsible for any reactions to makeup. If you or your bridal party are suffering from any type of contagious illness including, but not limited to, conjunctivitis, eye styes/cysts, cold sores, open wounds/cuts on the face and neck, staph infection, head lice, or a flu or other contagious illness, we need to be informed as a matter of urgency and reserve the right to refuse service of any infectious person. This is a precaution taken in order to ensure non-contamination of kits and brushes, despite the fact all items are sanitised between clients.

PHOTOGRAPHY & IMAGE COPYRIGHT

It is imperative that we continue to update our portfolio and demonstrate our work to future prospective brides. Please let us know in advance by written email if you do not wish to be photographed or if you are not happy for us to use your images for social media purposes. We are happy to be photographed on your wedding day however, any photo image of ourselves should include our name as a reference.

YOUR PRIVACY

Your privacy is taken very seriously. Your personal information will never be used for any purpose other than processing your booking and conducting our service with you. Further, your information will not intentionally be passed on to a third party under any circumstances.

PAYMENTS

BACS preferred payment method

Cheques will not be accepted.

Credit card can be used via Square, but will incur fees.

Payments in instalments via BAACSare welcome - pay them at any time and any amount.

Cash on the day (To be paid prior to your service starting).

CANCELLATIONS AND ISSUES

If you need to cancel your booking any payment made is non-refundable and non-transferable.

If you have a complaint following your booking please direct this to Orchard makeup

Thank you for your understanding and cooperation. If you have any further questions please contact us.